OneHealthPort – Simplifying and Protecting Access to Information

Presented to:

Washington State Health Care Authority

Health Information Infrastructure Advisory Board

September 22, 2005

Rick Rubin, CEO

(206) 624-3128 - Rickr@onehealthport.com

OneHealthPort

Who We Are…

First Choice Health

GroupHealth COOPERATIVE

PREMERA | BLUE CROSS
An Independent Licensee of the Blue Cross Blue Shield Association

Regence BlueShield
An Independent Licensee of the Blue Cross and Blue Shield Association

OneHealthPort…

…Uses secure portal technology to support and accelerate the exchange of business and clinical information within its *trusted community*

Three Main Service Offerings

Single sign on to local healthcare sites

Clinical information exchange

Selected business/clinical applications

The Everett Clinic

Providence | Health System

HealthServicesNW
A Providence and Swedish Partnership

SWEDISH MEDICAL CENTER

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Why OneHealthPort was Created – Solutions for Local not Global Problems

What Guides Our Choices

1. To improve local effectiveness/efficiency requires workflow modification

2. To modify workflow requires progress toward ubiquity – speed to local critical mass

3. To rapidly gain local critical mass requires a strong business case

4. To build a strong business case requires:
    - Point-of-service solutions more than analytics
    - Harnessing the power of aggregation
    - Leveraging administrative solutions to meet clinical needs

5. OneHealthPort works on the boundaries between competition and collaboration this tends to emphasis infrastructure over applications

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"One and Done" Security Service

A *single* secure door that provides access to multiple online services *anytime, anywhere*

- Claims

- Eligibility

- Referrals

- Clinical results

One standard way in the door – *A Trusted Community*

- Register *once* with delegated administration

- Confirm identity *once*

- Sign *one* agreement

- Get *one* digital credential

- Sign on *once* to access all sites

- *One* source for training and education

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The OneHealthPort Login Screen

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OneHealthPort's Participating Sponsors of Secure Online Services • www.onehealthport.com

OneHealthPort Participating Sites	Eligibility	Benefits	Claims	Referrals	Other Services	Target Date for Site Availability with OneHealthPort Security
Clinical Information Services						
Providence|Health System www.providence.org	Providence Health Systems-Washington provides associated healthcare providers access to clinical information via IMPrav. See details under "Other Services".				■ Clinical results ■ Patient demographics ■ Medical staff support ■ Hospital information systems	Site Available!
Administrative Information Services						
Asuris Northwest Health A Regence Affiliate www.asurisnorthwesthealth.com/provider	X	X	X	X	■ Formulary search ■ Provider directory ■ Reference materials	Site Available!
FIRST CHOICE HEALTH www.1stchoiceadmin.com/provider	X	X FCH administered plans only, no FCH PPO at this time	X		■ Remittance advice with Electronic Funds Transfer capability ■ Provider directory	Site Available!
GroupHealth COOPERATIVE www.ghc.org	X	X	X	X	■ Formulary search ■ Provider directory ■ Reference materials for providers	Site Available!
LifeWise HEALTH PLAN OF ARIZONA www.lifewiseaz.com	X	X	X		■ Reference Materials	Site Available!
LifeWise HEALTH PLAN OF OREGON www.lifewiseor.com	X	X LifeWise Latitude Plans only at this time	X		■ Reference Materials	Site Available!
PREMERA BLUE CROSS www.premera.com	X	X WA & AK Dimensions plans	X WA & AK Dimensions plans		■ Formulary search ■ Provider directory ■ Reference materials for providers	Site Available!
Regence BlueShield An Independent Licensee of the Blue Cross and Blue Shield Association www.wa.regence.com/provider	X	X	X	X	■ Formulary search ■ Provider directory ■ Reference materials	Site Available!
Uniform Medical Plan	X	X	X		■ Provider directory ■ Reference materials ■ Neighborhood Plus ■ Formulary search ■ Secure email ■ Electronic Funds Transfer (late 2004)	Site Available!

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Usage and Adoption

- Success – information is exchanged *safely* and our subscribers *regularly access* our online sites
- Build it and they won't come – ehealth requires relentless promotion, communication and training
- OneHealthPort's trusted community is an ideal platform to connect the users and sponsors of online services
  - Online newsletter and email updates
  - Press releases and direct mail
  - Web casts and archived streaming video for training purposes
  - Online surveys
- How's it working…

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Market Validation

- *Providers have overwhelmingly endorsed* OneHealthPort

- OneHealthPort *has enrolled over 7,000 provider organizations* of all types (physician groups, hospitals, alternative care practioners, etc.)

- Within the provider organizations OneHealthPort has *registered over 14,000 individual subscribers*

- OneHealthPort subscribers go online and use their digital IDs, last month there were *over 150,000 site visits*

- With OneHealthPort security is no longer a barrier to adoption, it's the way to *drive adoption*

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OneHealthPort Subscriber Survey Findings*

How Often Do You Use OneHealthPort?
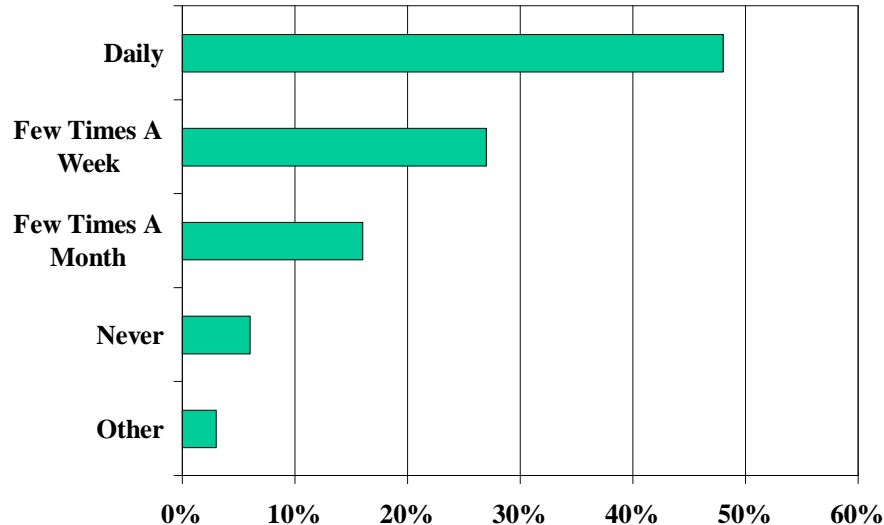
How Satisfied Are You With OneHealthPort?
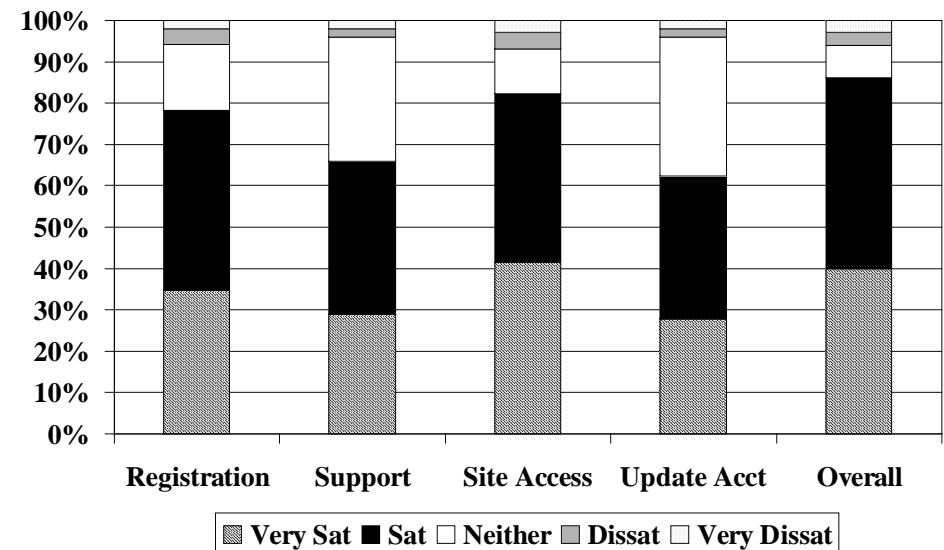
*Findings from OneHealthPort subscriber survey 7/05

Uniform Medical Plan Survey 4/05*
OneHealthPort Time Savings

Survey Question	More Than 10 Hours A Week	More Than 5 Hours A Week	2-5 Hours A Week	Less Than 1 Hour A Week
How Much Time Does Using OHP Save You and Your Staff?	4.7%	11.6%	40%	43.7%

* Administered by the Myers Group for the Uniform Medical Plan

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New Directions for OneHealthPort

- Requests from the community for OneHealthPort to meet other shared health information needs
  - What's Possible Project
  - Clinical Information Summit
  - Other market research
  - National trends related to clinical HIT
- OneHealthPort is moving on two fronts
  - Clinical Information Exchange
  - The Portal

Clinical Information Exchange

- In Nov. 2004, the Washington Healthcare Forum asked OneHealthPort to:
  – Conduct a survey assessing clinical information sharing activities among leading organizations WA
  – Convene a summit to determine what, if anything, the organizations want to do collaboratively in the clinical information sharing arena

- The survey was administered by OneHealthPort and Thomas & Associates Consulting in January 2005
  – Survey findings should be viewed as no more and no less than a "sense" of the respondents views on clinical information sharing WA

- The summit was held on 3/2
  – 48 individuals from 34 organizations attended the summit

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Survey Respondents

1. Central Washington Hospital
2. Children's Hospital
3. CHPW, PTSO
4. The Everett Clinic
5. Fnd. for Healthcare Quality (ODIN)
6. Franciscan Health System
7. Group Health Cooperative
8. INHS
9. Kadlec Medical Center
10. MultiCare Health System
11. Northwest Hospital
12. Northwest Physicians Network
13. PAML
14. PeaceHealth, Bellingham
15. The Polyclinic
16. Providence Health System
17. Puget Sound Family Physicians
18. Qualis Health
19. Quest Diagnostics
20. Rockwood Clinic
21. Swedish Medical Center
22. UW Medicine
23. Valley Medical Center
24. Virginia Mason
25. Wenatchee Valley Medical Center
26. Western Washington Medical Group
27. Yakima Physician's Organization
28. Yakima Valley Memorial Hospital

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Clinical Info Currently Being Shared

24 of 28 respondents currently share some form of clinical information

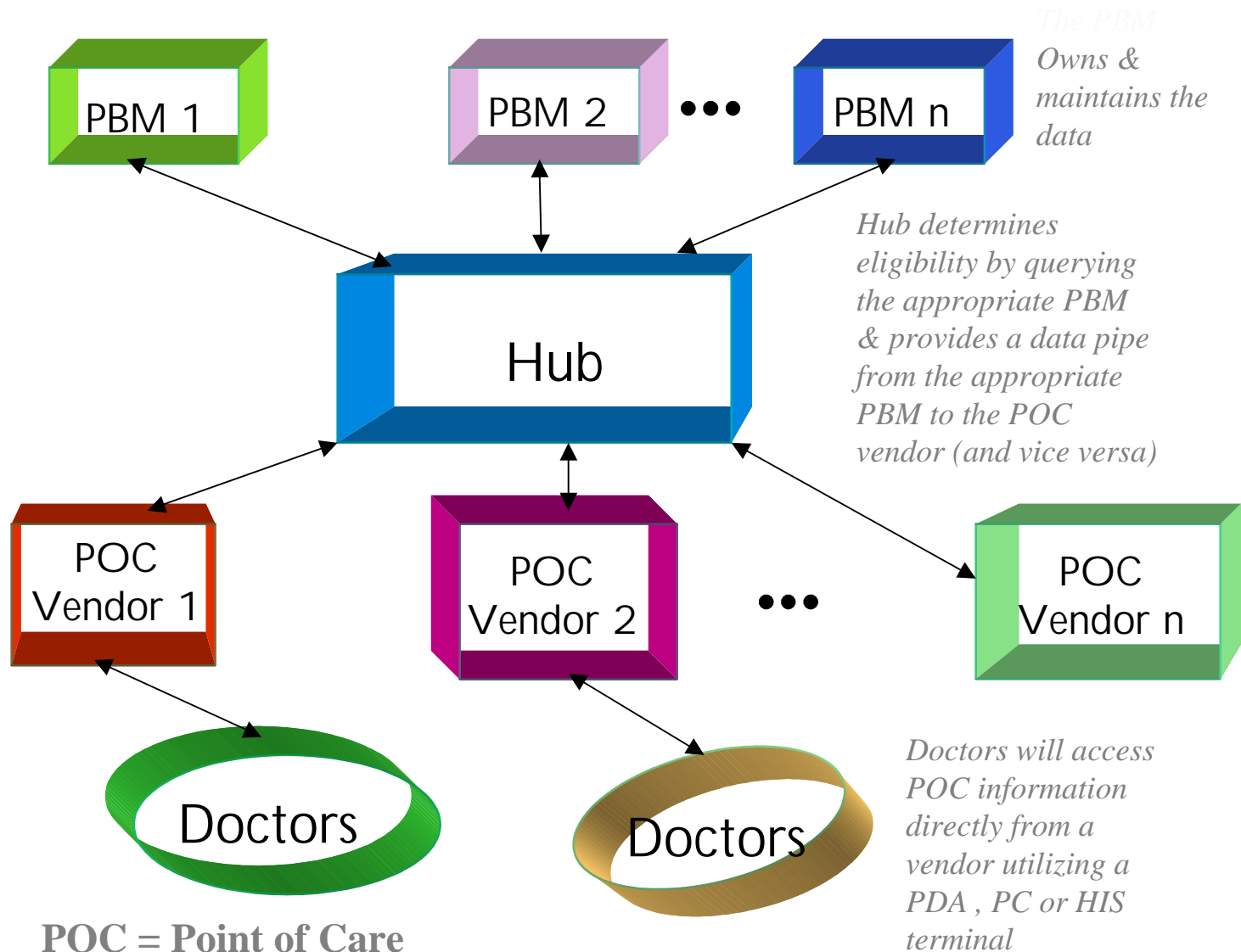Number of Organizations Sharing Info Type

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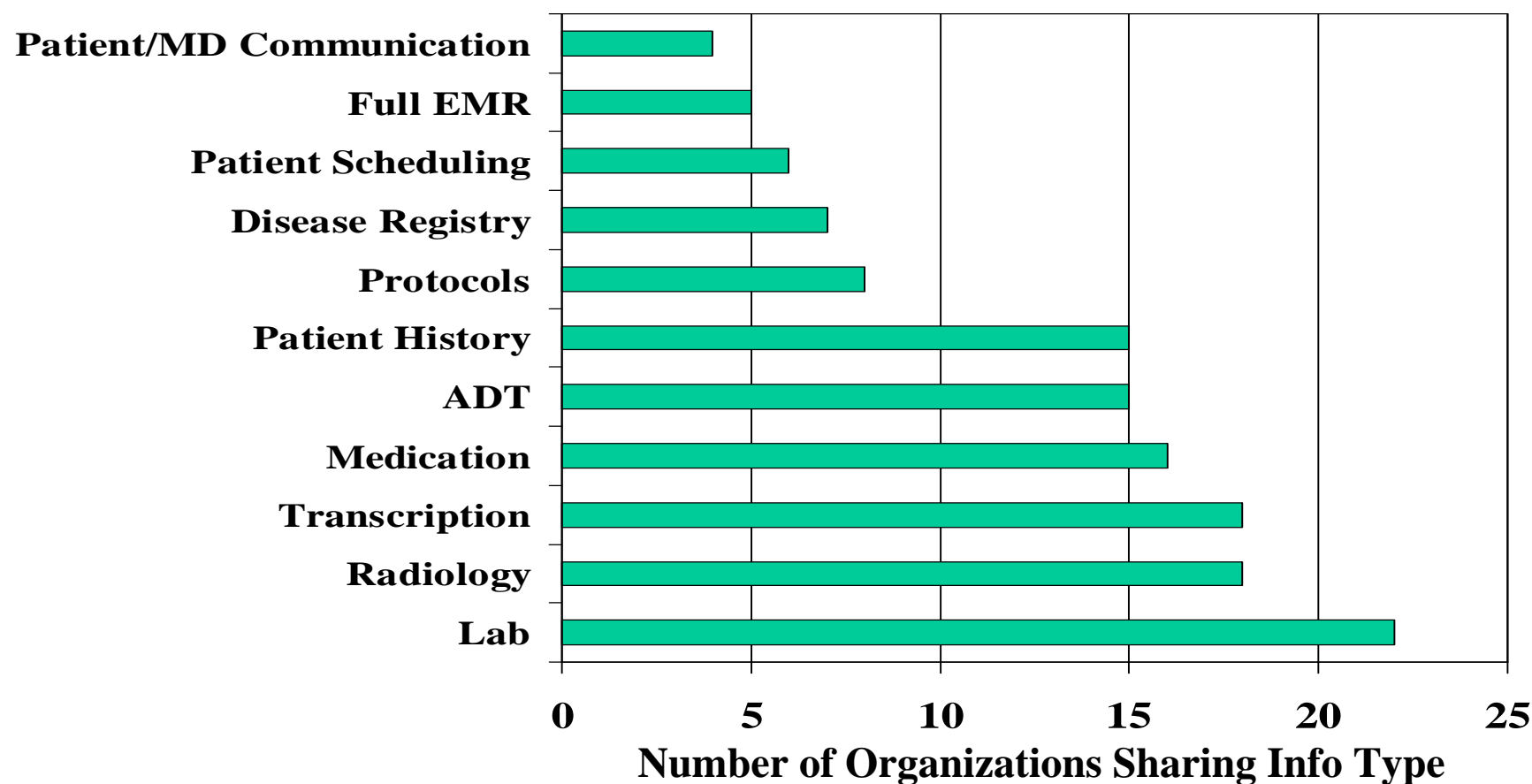
Highlights of the Findings

- A majority of respondents are currently sharing some form of clinical information outside their enterprise
  - Stage of deployment varies considerably
- Various types of information are being shared
  - Lab, radiology and transcription are the most common
- Respondents see a number of challenges and opportunities in advancing clinical information exchange ("Pragmatism")
- There is interest, but not a "burning need" to collaborate on clinical information exchange – to get engaged the community wants…
  - Specific initiatives that are seen to be feasible and have a compelling business case
- Strong interest in Lab Results and Medication History

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Lab Results and Medication History

- Based on the clinical information summit findings, OneHealthPort recently kicked off two projects
  - Standardized point-of-service access for medication history
  - Standardized point-of-service access for lab results
- Working initially with critical mass of content owners
  - Med History: GHC, Premera, Regence
  - Lab Results: Dynacare/LabCorp, PAML, Quest
- Phase I is solution scoping, feasibility, business case – hope to reach go/no go decision by end of Oct. 05
  - If go, then move forward with implementation phases and expand participation, if no/go, share lessons and end project

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Med History Model Using Hub – Phase I

PBM 1

PBM 2 • • • PBM n

The PBM Owns & maintains the data

Hub

Hub determines eligibility by querying the appropriate PBM & provides a data pipe from the appropriate PBM to the POC vendor (and vice versa)

POC Vendor 1

POC Vendor 2 • • • POC Vendor n

Doctors

Doctors

Doctors will access POC information directly from a vendor utilizing a PDA , PC or HIS terminal

POC = Point of Care

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OneHealthPort's Service Portal

- With the Portal, OneHealthPort is responding to demand expressed in the community for more services
- We will offer selected "lightweight" business/clinical partner applications in addition to participating sites
- Initial portal partners include
  - ChartConnect tools for e-prescribing and managing lab/radiology results
  - 3DGrid HIPAA compliance solutions
  - Custom Coding Books a source for coding books/software
  - Office Ally a browser based claims service
  - JobTarget a health care community job service
  - DrFirst eprescribing application

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Works In Progress

- Personal Health Record
- Common credentialing (provider directories)
- Secure email
- Electronic funds transfer
- Enhanced point-of-service capability

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- Put in place infrastructure for secure exchange of health information across the community

- Improve identity management capabilities across the community

- Establish and maintain sustainable business infrastructure to bring collaborative ehealth solutions to market

www.onehealthport.com

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